



PINNACLES TELEPHONE CO.

340 LIVE OAK RD
PALMISTON, CA 95043
(831) 389-4500

June 27, 2012

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Ms. Karen Majcher
Vice President – High Cost Low Income Division
Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, D.C. 20036

RE: WC Docket No. 10-90: Annual Reporting Requirements for High-Cost Recipients §54.313 (a)(2) through (a)(6) and (h)

Pursuant to Section 54.313(a)(2) through (a)(6) and (h) of the Federal Communications Commission's rules, enclosed are the 2012 annual reporting requirements and certifications for Pinnacles Telephone Co., Study Area Code 542346. Pinnacles Telephone Co. is a state-designated ETC, and as such, is submitting to the Commission relevant information from reports it files with its state commission for §54.313 (a)(2) through (a)(4).

Should you have any questions, please contact me via email at rosepinn@garlic.com or by phone at 831-389-4401.

Sincerely,

Steve Bryan
President

Enclosures

cc: California Public Utilities Commission

**Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)
Pinnacles Telephone Co.**

OUTAGE REPORTING – §54.313 (a)(2)

Detailed information on any outage in the prior calendar year, as that term is defined in 47 C.F.R. 4.5, of at least 30 minutes in duration for each service area in which an eligible telecommunications carrier is designated for any facilities it owns, operates, leases, or otherwise utilizes that potentially affect (i) At least ten percent of the end users served in a designated service area; or (ii) A 911 special facility, as defined in 47 C.F.R. 4.5(e).

Pinnacles Telephone Co. did not have any outages in 2011 of at least 30 minutes in duration that affected at least ten percent of the end users, or that affected a 911 special facility, as defined in 47 C.F.R. 4.5(e).

UNFULFILLED SERVICE REQUESTS – §54.313(a)(3)

The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year. The carrier shall also detail how it attempted to provide service to those customers.

Pinnacles Telephone Co. had zero requests for service from customers that were unfulfilled in 2011.

**Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)
Pinnacles Telephone Co.**

NUMBER OF COMPLAINTS PER 1,000 CONNECTIONS – §54.313(a)(4)

The number of complaints per 1,000 connections (fixed or mobile) in the prior calendar year.

During calendar year 2011, Pinnacles Telephone Co. received zero complaints per 1,000 working access lines.

**Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)
Pinnacles Telephone Co.**

**§54.313(a)(5) – COMPLIANCE WITH SERVICE QUALITY STANDARDS AND CONSUMER PROTECTION
RULES**

Service Quality Standards and Consumer Protection Rules Annual Certification

| | | |
|-------------------------|------------------|-------------------------|
| Steve Bryan | President | Pinnacles Telephone Co. |
| Printed Name of Officer | Title of Officer | Company Name |

I am authorized to provide this certification on behalf of the Company. I hereby certify that the Company is in compliance with applicable service quality standards and consumer protection rules.

Executed on

26 June 2012

Date

Signature



Printed/Typed Name

Steve Bryan

**Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)
Pinnacles Telephone Co.**

§54.313(a)(6) – ABILITY TO FUNCTION IN EMERGENCY SITUATIONS

Ability to Function in Emergency Situations Annual Certification

| | | |
|-------------------------|------------------|-------------------------|
| Steve Bryan | President | Pinnacles Telephone Co. |
| Printed Name of Officer | Title of Officer | Company Name |

I am authorized to provide this certification on behalf of the Company. I hereby certify that the Company is capable of functioning in emergency situations. The Company has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations.

Executed on

26 June 2012

Date

Signature



Steve Bryan

Printed/Typed Name

**Annual Reporting for High-Cost Recipients
47 C.F.R. §54.313(a)(2) through (a)(6) and (h)
Pinnacles Telephone Co.**

ADDITIONAL VOICE RATE DATA – §54.313(h)

All incumbent local exchange carrier recipients of high-cost support must report all rates for residential local service, as well as state fees as defined pursuant to §54.318(e) of this subpart, that are below the local urban rate floor as defined in §54.318 of this subpart, and the number of lines for each rate specified. Carriers shall report lines and rates in effect as of June 1.

As of June 1, 2012, Pinnacles Telephone Co. did not have any rates for residential local service, as well as state fees as defined pursuant to §54.318(e), that are below the local urban rate floor as defined in §54.318.

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-C**

Company Name: Pinnacles Telephone Co.

U#: _____

Report Year: 2011

Reporting Unit Type: ☒ Total Company ☐ Exchange ☐ Wire Center

Reporting Unit Name: Pinnacles Telephone Co.

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/11) | | | Date filed (08/15/11) | | | Date filed (11/15/11) | | | Date filed (02/15/12) | | |
|--|---|--|----------|---------|--------------------------|---------|---------|--------------------------|---------|---------|--------------------------|---------|---------|
| | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | | |
| | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Installation Interval Min. standard = 5 bus. days | Total # of business days | 1 | 2 | 2 | 0 | 0.01 | 1.0035 | 1 | 1 | 0 | 0 | 0 | 0 |
| | Total # of service orders | 1 | 3 | 2 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 1 |
| | Avg. # of business days | 1 | 0.666667 | 1 | n/a | 0.01 | 1.00 | 1.00 | 1.00 | n/a | 0.00 | n/a | 0.00 |
| Installation Commitment Min. standard = 95% commitment met | Total # of installation commitments | 1 | 0 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 1 |
| | Total # of installation commitment met | 1 | 0 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 1 |
| | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Customer Trouble Report | | 100.00% | n/a | 100.00% | n/a | n/a | 100.00% | 100.00% | n/a | n/a | 100.00% | n/a | 100.00% |
| Min. Standard | 6% (6 per 100 working lines for units w/ ≥ 3,000 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines) | Total # of working lines | | | | | | | | | | | |
| | | Total # of trouble reports | | | | | | | | | | | |
| | | % of trouble reports | | | | | | | | | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of working lines | 248 | 248 | 248 | 248 | 248 | 248 | 248 | 248 | 248 | 248 | 248 |
| | | Total # of trouble reports | 6 | 2 | 3 | 2 | 1 | 1 | 2 | 5 | 3 | 1 | 4 |
| | | % of trouble reports | 2.42% | 0.81% | 1.21% | 0.81% | 0.40% | 0.40% | 0.81% | 2.02% | 1.21% | 0.40% | 1.61% |
| Out of Service Report Min. standard = 90% within 24 hrs | Total # of outage report tickets | 4 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | 1 | 3 | 0 |
| | Total # of repair tickets restored in ≤ 24hrs | 4 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | 1 | 3 | 0 |
| | % of repair tickets restored ≤ 24 Hours | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | n/a |
| | Sum of the duration of all outages (hh:mm) | 30 | 24 | 4.25 | 3.5 | 17 | 7.5 | 7 | 1 | 24 | 3 | 34.5 | 0 |
| | Avg. outage duration (hh:mm) | 7.5 | 12 | 2.125 | 1.75 | 17.00 | 7.50 | 7.00 | 1.00 | 12.00 | 3.00 | 11.50 | n/a |
| Measurement (Compile quarterly, file annually on February 15) | | 1st Quarter | | | 2nd Quarter | | | 3rd Quarter | | | 4th Quarter | | |
| Answer Time (Trouble Reports "TR", Billing & Non-Billing) | | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | |
| Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent) | | Total # of call seconds to reach live agent | | | | | | | | | | | |
| | | % ≤ 60 seconds | | | | | | | | | | | |

Primary Utility Contact Information

Name: Steven Bryan

Phone: (831)389-4401

Email: pinntel@garlic.com

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)